

PROGRAM TECHNICIAN

OPEN EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.
IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

MULTI-DEPARTMENTAL OPEN FOR

- EMPLOYMENT DEVELOPMENT DEPARTMENT
- DEPARTMENT OF JUSTICE

POSITIONS EXIST

Positions in the Employment Development Department's Tax Branch exist **statewide** and positions in the Employment Development Department's Labor Market Information Division exist in **Sacramento**.

Positions in the Department of Justice exist in **Sacramento**.

CONTINUOUS TESTING

Testing will be continuous and will be administered on a semi-annual basis with cut-off dates as indicated below or as the needs of the department warrant:

- **February 28**
- **August 31**

WRITTEN EXAM DATES

Written Exams will be held twice a year and is anticipated to be scheduled on the:

- **third Saturday of April** (for the February 28 cut-off)
- **third Saturday of October** (for the August 31 cut-off)

WHO SHOULD APPLY

Persons who meet the minimum qualifications as stated on this bulletin should apply. This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

To apply for this examination, submit a completed Examination Application (STD 678) **POSTMARKED** no later than the cut-off date in order to be considered for the examination. Applications postmarked after the cut-off date will be kept on file for the next administration of this examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE CUT-OFF DATE**. Use of EDD metered mail, including interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications **DIRECTLY** to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Div, MIC 54
Attention: Program Technician Exam
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN PERSON ADDRESS:

Employment Development Department
Human Resource Services Division
Attention: Program Technician Exam
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

Note: To gain access to the 6th Floor Solar Building, you must enter at 722 Capitol Mall and sign in at the security desk.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Note: All applications must include "from" and "to" dates (month/day/year), time base, and civil service class titles. Applications received without this information will be rejected because of incomplete information.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**LANGUAGE
FLUENCY**

Some positions in these classes require fluency in both English and a second language to facilitate communication with clients. Individuals interested in qualifying for such positions must identify their language fluency on page 1 of the Examination Application (STD 678). Language fluency exams are separate from this examination and will take place at a hiring interview; individuals considered for bilingual positions must pass the fluency exam for all non-English positions.

**SPECIAL TESTING
ARRANGEMENTS**

If you have a disability and wish to participate in one of our testing services, programs, or activities, and require a specific accommodation, please mark the appropriate box on page 1 of the "Examination Application." You will be contacted to make specific arrangements.

SALARY RANGE

\$2029 - \$2648 per month

**POSITION
DESCRIPTIONS**

In the **EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)**, the Program Technician (PT) is the entry and training level classification for the EDD's Tax Branch and Labor Market Information Division. The PT, under close supervision, performs a variety of increasingly difficult duties semi-technical in nature in support of department programs within Tax Branch and Labor Market Information Division. Incumbents must apply rules and procedures based on the California Unemployment Insurance Code. The duties vary in difficulty and duration and may include establishing and maintaining employer, employee, or claimant records. PT duties include advisory services, tax return and remittance processing, status determinations, audit, collection, and escrow services. Duties may also include responding to customer inquiries in person, by phone, and in writing, and may include the collection, processing and dissemination of Labor Market Information. PTs are required to use automated systems and personal computer applications, fax machines, telephone systems, calculators, and other equipment as required, such as, specialized mail processing equipment, and desk top scanners.

In addition, incumbents must be willing to: work overtime during peak workload periods; sit at a work station for long periods of time in order to complete work assignments; accept increasing responsibilities; answer incoming telephone calls for entire workshifts; provide in-person public contact; and use a computer terminal or other automated equipment for the entire work shift.

PTs can be hired on a permanent full-time basis, or a permanent intermittent basis (zero to forty hours per week or on call depending on workload) and possibly use different work shifts. Applicants will be allowed to select preference for work location, time bases, and shifts when they complete the "Conditions of Employment" form at the written test sites.

In the **DEPARTMENT OF JUSTICE (DOJ)**, the Program Technician (PT) is the entry and training level classification for the series. As trainees, under close supervision and in accordance with established procedures, incumbents learn and perform increasingly difficult duties of a semi-technical nature in a specialized departmental program. Under the direction of the Supervising Program Technician II, the incumbent is responsible for making inquiries and for reviewing, analyzing, coding, annotating, and entering information via a personal computer. The predominate duties of positions in these classes require a thorough and detailed knowledge and application of the appropriate laws, rules, and regulations pertaining to the departmental program. This requires knowledge of various California Code Sections and the criminal justice processes.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

Note: All applicants must meet the education and/or experience requirements for this examination by the **written test date**.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

**Minimum
Qualifications****EITHER I**

In the California state service, one year of experience performing clerical duties at a level of responsibility not less than that of an Office Assistant.

OR II

Experience: One year of clerical experience. [Academic education above the 12th grade may be substituted for one year of the required general experience on the basis of either: (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they may be considered eligible for appointment.]

and

Education: Either equivalent to completion of the 12th grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Manpower Development and Training Act. (One year of clerical work experience may be substituted for the required education.)

SCOPE**A. Knowledge of:**

1. Personal computers and software applications, automated systems, telephone systems, on-line entry keyboards, calculators, fax machines, and other office equipment.
2. Basic mathematics functions.
3. Proper oral and written communication, including correct grammar, punctuation, and spelling.
4. Telephone skills and related techniques and etiquette.

B. Ability to:

1. Organize, manage, and coordinate multiple functions and priorities.
2. Communicate effectively both verbally and in writing using tact and good judgment.
3. Actively promote quality customer service.
4. Contribute to process improvements in the work environment.
5. Independently interpret and use reference materials.
6. Understand, utilize, and support an automated work environment.
7. Follow oral and written instructions.
8. Read, write, and speak English effectively.
9. Work effectively in a high production and/or structured work environment.
10. Work independently and as a team leader or member.
11. Evaluate situations accurately and take effective actions.
12. Do repetitious work for long periods of time.
13. Accurately complete arithmetic calculations and analyze numerical data.

**EXAMINATION
INFORMATION****WRITTEN TEST ONLY – WEIGHTED 100 %**

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

Oral Interviews will NOT be held.

Candidates who do not appear on the date and time for their scheduled written test will be disqualified from the examination process.

RESCHEDULES WILL NOT BE ALLOWED IN THIS EXAMINATION.

**ELIGIBLE LIST
INFORMATION**

A multi-departmental open eligible list will be established for the following departments:

- Employment Development Department
- Department Of Justice

Names of successful competitors are merged onto the list in final score order, regardless of date. Eligibility expires 12-months after it is established.

Competitors can be tested only once during a 12-month period.

Note: TRANSFER OF LIST ELIGIBILITY WILL NOT BE ALLOWED.

**VETERANS
PREFERENCE**

Veterans preference credits will be added to the final score of those competitors who are successful in this examination, and who qualify for, and have requested these points. Due to the changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits. (See page 5, General Information, for further information.)

**INQUIRIES ABOUT
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to either Nanci Loftin at (916) 654-6059 or Connie Stewart at (916) 654-1170.

***Examination
Hotline***

In addition, the EDD maintains a 24-hour recorded Automated Call Processing System that provides current information about the exam process. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's examinations. To access this system from a touch tone telephone, call (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD, Human Resource Services Division, (916) 654-6869, four weeks after filing his/her application if he/she has not received a Receipt of Application notice and/or **THREE DAYS PRIOR to the written test date** if he/she has not received his/her notice to appear for the written exam.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov/jobsgen/app.htm.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

CAREER CREDITS: Career Credits are granted only in Open, Nonpromotional examinations, as follows: 1) State employees with permanent civil service status; 2) full-time employees of the State who are exempt from State civil service pursuant to the provision of Section 4 of the Article VII of the California Constitution, meet all qualification requirements specified by the Board, and have 12 consecutive months of service in an exempt position; and 3) members of the California Conservation Corps who have served one full year or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who pass the examination. Such examinations cannot be for managerial positions as described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section on the Application Form 678. (Section 4 of the Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.)

VETERANS PREFERENCE: California law allows granting of veterans preference credit in Open and Open, Nonpromotional examinations. Credit in open entrance examinations is granted as follows: 15 points for disabled veterans; and 10 points for all other veterans, widows and widowers of veterans, and spouses of 100% disabled veterans. Credit in Open, Nonpromotional examinations is granted as follows: 10 points for disabled veterans five points for other veterans. Directions for applying for veterans preference credit are on the Veterans Preference Application (Form 1093) which is available from the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001, and participating offices of the Employment Development Department, and on the Internet at www.spb.ca.gov/svcgen/forms.htm.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.